

Psychologist Examiners Board

Description

The State Board of Psychologist Examiners examines and licenses professionals to practice in the field of psychology. The Board also accepts complaints against licensees, investigates allegations, and administratively adjudicates complaints. The Board serves approximately 1,600 professionals licensed to practice in the state, as well as all Arizona citizens who receive these professional services.

IT Vision

To make the Board's services and information available to the public via the Board's website, and to use information technology to administer the Board's duties as efficiently and effectively as possible.

IT Mission

To make optimal use of information technology to fulfill the Board's mission to protect the health, safety and welfare of Arizona citizens by regulating the psychology profession.

Goal 1

To enhance the stability of the Board's computer network.

Objective 1

Acquire a PC to use as a dedicated server in FY 2003.

Current Situation

The Board has now acquired additional computers, allowing one to be used a dedicated file server.

Performance Measures

- 1 Number of PC's acquired to use as a dedicated server.

Status Complete

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Quality	2	1	0	0	0

Goal 2

Correspond with licensees more via E-mail.

Objective 1

To increase the number of licensee e-mail addresses the Board has on file to 95%.

Current Situation

During the latest license renewal period which ended 4/30/03, the Board increased the percentage of licensee e-mail addresses on file from 56% to 82%.

Performance Measures

- 1 Percentage of licensee e-mail addresses Board has on record.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	65	82	85	90	95

Objective 2

To provide license renewal applications online to at least the 82% of licensees whose e-mail addresses the Board has in FY05.

Current Situation

The Board mails license renewal applications to 100% of its licensees.

Performance Measures

- 1 Percentage of licensees who obtain their renewal application online (in odd numbered renewal years).

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficiency	10	2	0	85	0

Goal 3

Improve the Board's website design and content.

Objective 1

To keep the Board's website updated at least twice per month with licensee address changes, Board events and other information.

Current Situation

The Board's website is now updated at least once a month.

Performance Measures

- 1 Number of times the Board website is updated per year.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Output	12	11	24	24	24

Objective 2

To increase the use of the Board's website 25% by adding additional information to the website.

Current Situation

The Board has been averaging about 1,285 visitors to the website per month.

Performance Measures

- 1 Average number of hits per month.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	1,250	1,285	1,300	1,350	1,400

Goal 4

Get internet access for all Board employees.

Objective 1

Increase the percentage of Board staff with internet access from 75% to 100%.

Current Situation

All 4 of the Board's employees now have the internet on their own PC workstation.

Performance Measures

- 1 Percentage of employees with internet access.

Status Complete

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Quality	100	100	100	100	100

Goal 5

To provide more information to Board members electronically.

Objective 1

To increase the number of Board meetings at which scanned (i.e. "paperless") files are used to at least 12 meetings per year.

Current Situation

The Board recently purchased a scanner and has recently began sending application files to Board members on CD-RWs.

Performance Measures

- 1 Number of Board meetings per year in which paperless files are used.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome		1	12	12	12

Objective 2

To increase the number of Board meetings at which electronic transcription of Board hearings is used to at least 6 bi-monthly meetings per year.

Current Situation

Board staff currently spends several hours transcribing Board hearings, etc., or hires a court reporter.

Performance Measures

- 1 Number of Board meetings per year in which electronic transcription is used.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficiency		0	5	6	6

